

<b>Company Name</b>	Ontic Engineering & Manufacturing UK Ltd
<b>Addresses</b>	<b>(Bishops Cleeve Site)</b> Cleeve Business Park, Bishops Cleeve, Cheltenham, Gloucestershire, GL52 8TW, UK
	<b>(Staverton Site)</b> Meteor Business Park, Cheltenham Road East, Gloucester, Gloucestershire, GL2 9QL, UK
	<b>(Tewkesbury Site)</b> Shannon Way, Tewkesbury, Gloucestershire GL20 8ND, UK
<b>Telephone</b>	+44 (0) 333 2408 600
<b>Web address</b>	<a href="http://www.ontic.com">www.ontic.com</a>
<b>President</b>	Gareth Hall
<b>Senior Vice President - RoW</b>	Sheraz Ahmed
<b>Contact (SVP-Row)</b>	+44 (0)739 4004 124

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# Ontic UK Company Information and Questionnaire Reply

Contact Details			
<b>AOG – Aircraft on Ground</b>			
<i>If you have an AOG outside of core working hours, contact details are below. AOG details required are also stated below.</i>			
<b>AOG details required</b>	Tail number, time of next scheduled flight, aircraft's current location and date.		
<b>AOG contact</b>	<b>Telephone</b>	+44 (0) 333 6666 842	<b>Email</b> <a href="mailto:aog@ontic.com">aog@ontic.com</a> . Response in 4 hours

General Contact Information			
Area	Bishops Cleeve	Staverton	Tewkesbury
MRO- Military Repair – Customer Services	<a href="mailto:military.cs@ontic.com">military.cs@ontic.com</a>	<a href="mailto:mro.staverton@ontic.com">mro.staverton@ontic.com</a>	<a href="mailto:military.cs@ontic.com">military.cs@ontic.com</a>
MRO- Civil Repair – Customer Services	<a href="mailto:customer.service@ontic.com">customer.service@ontic.com</a>		<a href="mailto:customer.service@ontic.com">customer.service@ontic.com</a>
MRO - Sales (New Business)	<a href="mailto:MROSales@ontic.com">MROSales@ontic.com</a>		
Accounts Receivable	<a href="mailto:Accountsreceivable@ontic.com">Accountsreceivable@ontic.com</a>	<a href="mailto:accountsreceivablestav@ontic.com">accountsreceivablestav@ontic.com</a>	<a href="mailto:ar-tewkesbury@ontic.com">ar-tewkesbury@ontic.com</a>
Accounts Payable	<a href="mailto:accounts@ontic.com">accounts@ontic.com</a>	<a href="mailto:accounts.staverton@ontic.com">accounts.staverton@ontic.com</a>	<a href="mailto:accounts.tewkesbury@ontic.com">accounts.tewkesbury@ontic.com</a>
Accounts Remittance	<a href="mailto:remittance@Ontic.com">remittance@Ontic.com</a>		
Trade Compliance	<a href="mailto:Tradecompliance@onticglobal.net">Tradecompliance@onticglobal.net</a>	<a href="mailto:itcstaverton@ontic.com">itcstaverton@ontic.com</a>	<a href="mailto:Tradecompliance@onticglobal.net">Tradecompliance@onticglobal.net</a>
Supplier Quality	<a href="mailto:onticsupplierquality@ontic.com">onticsupplierquality@ontic.com</a>		
Serviceable Sales	<a href="mailto:Serviceable.sales@onticglobal.net">Serviceable.sales@onticglobal.net</a>		
OEM Spares	<a href="mailto:new.po@ontic.com">new.po@ontic.com</a>		
OEM Spares RFQ's	<a href="mailto:new.rfq@ontic.com">new.rfq@ontic.com</a>		
REACH	<a href="mailto:materialcompliance-uk@ontic.com">materialcompliance-uk@ontic.com</a>		

**Please note:** If no information is available, please direct queries to your Ontic point of contact or via the appropriate contact above and that some requests, including contract requirements, may incur additional cost.

## Accounts Information

Invoice Information						
DUNS Number	Bishops Cleeve	211382430	Staverton	218027452	Tewkesbury	234088146
VAT Code	GB 940 5270 40					
Incoterm and Place	FCA Origin ( <i>Dependant on Contract</i> )					
Vendor Type	OEM Licensed systems & components manufacturer					
Company Registered No.	06707516 found at Companies House ( <a href="#">Link</a> )					
Credit Application Details						
(Trading and Registered Address)						
Cleeve Business Park Bishops Cleeve, Cheltenham Gloucestershire, GL52 8TW						



## Ontic UK Company Information and Questionnaire Reply

Currency	Name of Account Holder (s) Ontic Engineering & Manufacturing Ltd		
	Bishops Cleeve	Staverton	Tewkesbury
<b>Bank Details: GBP</b> Barclays Bank 1 Churchill Place, London, E14 5HP	Account No: 73086569 Sort Code: 20-00-00 BIC: BARCGB22 IBAN: GB43 BARC 2000 0073 0865 69	Account No: 53941353 Sort Code: 20-00-00 BIC: BARCGB22 IBAN: GB18 BARC 2000 0053 9413 53	Account No: 33317013 Sort Code: 20-00-00 BIC: BARCGB22 IBAN: GB83 BARC 20000033317013
<b>Bank details: USD</b> Barclays Bank 1 Churchill Place, London, E14 5HP	Account No: 83706100 Sort Code: 20-00-00 BIC: BARCGB22 IBAN: GB50 BARC 2000 0083 7061 00	Account No: 53336911 Sort Code: 20-00-00 BIC: BARCGB22 IBAN: GB90 BARC 2000 0053 3369 11	Account No: 82120955 Sort Code: 20-00-00 BIC: BARCGB22 IBAN: GB43 BARC 20000082120955
<b>Bank details: EURO</b> Barclays Bank 1 Churchill Place, London, E14 5HP	Account No: 48299199 Sort Code: 20-00-00 BIC: BARCGB22 IBAN: GB64 BARC 2000 0048 2991 99	Account No: 57001600 Sort Code: 20-00-00 BIC: BARCGB22 IBAN: GB83 BARC 2000 0057 0016 00	Account No: 76484599 Sort Code: 20-00-00 BIC: BARCGB22 IBAN: GB04 BARC 20000076484599

## Approvals

<b>Approval Numbers and Certificates</b>	Customer can download certificate with capability list from <a href="#">HERE</a> .					
<b>Quality Management System</b>						
ISO 9001 - AS9100D	<b>FM 552176</b>					
<b>Repair and Overhaul</b>						
UK CAA Part 21G	<b>UK.21G.2620</b>					
UK CAA Part 145	<b>UK.145.01222</b>					
FAA FAR Part 145	<b>3OEY420C</b>					
EASA Part 145	<b>EASA.145.3177</b>					
CAAC CCAR 145	<b>F04400753</b>					
<b>Production</b>						
UK CAA Part 21G	<b>UK.21G.2620</b>					
<b>Information Security Management System</b>						
ISO 27001	<b>20989-ISMS-001</b>					
Other Approvals	Ontic <u>do not have</u> ISO 14001, 18001 or 45001.					
<b>NCAGE (NATO) and USA CAGE Code</b>	<b>Bishop Cleeve</b>	U0J60	<b>Staverton</b>	U1VG2	<b>Tewkesbury</b>	U2DT5

## Standard Questions and Answers

<b>Standard Questionnaire</b>	
<i>The purpose of this section is to answer 'general' questions about how Ontic operates within its respective approvals.</i>	
<b>Contract Review</b>	Customer Contracts are reviewed (Engineering, Quality, Commercial, etc.) to ensure Ontic can comply with Customer requirements or request an amendment or deletion if Ontic cannot comply with parts of a contract.
<b>Measurement and Test Equipment</b>	Calibration records specify calibration frequencies and dates of calibration. Measuring and test equipment are properly maintained and identified to indicate current calibration status.
<b>Purchase Material</b>	All material is purchased from suppliers who are approved by Ontic as conforming to Aviation regulatory requirements and Third-Party Vetting compliance.
<b>Control of Material</b>	Material is stored in a securely controlled, temperature and humidity-controlled environment, ESD protected as required and are identified in accordance with industry standards. Customer material is stored in a manner to ensure they are not accidentally used/mixed with other Customers product.
<b>Operational Material</b>	Material documents are adequate to assure proper control of material throughout all manufacturing processes with final inspection performed and results recorded.
<b>FoD Control</b>	The facility controls FOD in line with the AS9146 standard.
<b>Training</b>	Training for all staff is conducted in line with regulatory requirements, and in line with the AS9162 Standard.
<b>Non-Conformance</b>	Discrepant material is segregated in MRB bond area.
<b>Scrap</b>	Scrap aviation parts are disposed of in accordance with regulatory requirements and records are maintained to prove their destruction.
<b>Internal Audits</b>	Internal audits are performed on a rolling annual basis to assure compliance. The audits are performed in accordance with written procedures and results are documented and distributed to management with responsibilities in the areas audited.
<b>Documentation</b>	Drawings and change control is maintained on all drawings and engineering changes. Obsolete drawings are removed from use. Class I and II changes are only exercised in accordance with TC Holder/DA contractual limits.
<b>Inspection</b>	Receiving inspection is performed on all incoming parts in line with the BS 6001 standard. First article inspection is performed in line with the AS9102 Standard, prior to continuation of production.
<b>Stamp Control</b>	Our quality system utilises stamps for inspection status per written procedures.
<b>IT Security Incidents</b>	Ontic prevent, detect, report and respond to security incidents (virus, hacker, bad insider...) with teams onsite. We also have managed services to monitor and respond to any alerts or incidents that occur outside of these hours. The means (organization and process) in place to respond to security incident is Security Incident Response Procedure (GP-IT-02) and IT Major Incident Process (GP-IT-22)
<b>Money laundering and terrorism</b>	Newly hired employees are provided money laundering and terrorism training. Annual training is then provided to all employees

<b>Ontic Methods and Controls</b>	
<i>The purpose of this section is to answer 'general' questions about how Ontic operates within its respective approvals.</i>	
<b>Material Storage and Handling</b>	
Are materials properly handled and stored (including specific parts Temperature and Humidity requirements) to prevent damage, contamination, and/or loss?	Yes
Is access to stock rooms and material storage areas controlled to prevent unauthorised stocking or removal?	Yes
Are materials properly identified as to their contents or chemical/physical characteristics to preclude error during issuance?	Yes
Are materials traceable to the chemical/physical analysis certificates of compliance, test documents, or purchase orders?	Yes
Are all Non-Aviation or Military materials segregated from Civil product?	Yes
Can Ontic provide a statement disclosing that materials or parts were or were not subject to conditions of an aircraft accident, extreme stress, heat or environment outside of design requirements.	Yes
Does Ontic inspect cargo staging and immediate surrounding areas to ensure areas remain free of visible pest contamination?	No
Does Ontic inspect cargo and staging areas to ensure areas remain free of visible pest contamination?	No
Does Ontic have any agricultural security processes or procedure?	No
<b>Packaging and Shipping</b>	
Are adequate controls in place to ensure good commercial packaging?	Yes
Is product configuration verified prior to shipment?	Yes
Are adequate storage facilities available and in use to safeguard the quality of the product between final acceptance and shipping?	Yes
Does Ontic have written procedures to prevent visible pest contamination for outgoing shipments, including compliance with wood packaging materials (WPM) regulations?	No
Does Ontic require cargo integrity and agricultural (pest) inspection training for employees conducting shipping?	No
Does Ontic require suspicious package training for employees who receive and open mail?	No
<b>Sub-Tier Supplier/Vendor Control</b>	
Does the audit verify the material and processes traceably?	Yes
Is appropriate documentation kept on file for each approved vendor, stating the date of the previous audit, who performed the audit, and when the next audit is due?	Yes
Is there a procedure in place to assure that the audit intervals for approved vendors are not exceeded?	Yes
<b>Quality Organisation</b>	
Is an established all area internal audit quality program in place and in use?	Yes
Are quality personnel's authorities and responsibilities clearly defined in writing?	Yes
Do quality personnel clearly have the authority to withhold items, which do not meet acceptable quality standards?	Yes
If inspection stamps are used, are they adequately controlled?	Yes
Do quality personnel maintain records relative to item acceptance/rejection and disposition of rejected items?	Yes
Do quality personnel have direct access to the appropriate levels of company management to correctly and effectively resolve quality problems and issues?	Yes

Are inspected items properly segregated from material awaiting inspection?	Yes
Is there a system to audit suppliers for materials and services?	Yes
With Ontic agreement, Customers and relevant regulatory bodies may access Ontic and it's supplier's premises, records and QMS documentation as applicable to purchase orders?	Yes
<b>Material Receiving Control</b>	
Are all incoming items checked against the purchase order and/or referenced specifications prior to being placed in inventory?	Yes
Are incoming materials identified to the applicable purchase order or material specifications?	Yes
Are test reports or certificates of chemical and physical analysis maintained on file?	Yes
Do receiving inspection records indicate acceptance or rejection of incoming material, including quantities?	Yes
Are adequate controls for the handling and protection of received materials in use?	Yes
Is there a list of approved suppliers and subcontractors?	Yes
Are only approved vendors used?	Yes
Are current work instructions, drawings, procedures, etc., readily available at each operation or workstation, and are personnel familiar with them?	Yes
Does receiving inspection check the acceptability of items returned to stock from production (manufacturing, maintenance, assembly, etc.) areas?	Yes
Are controls adequate to properly segregate customer furnished materials and ensure their use in the intended end item?	Yes
Does QA or QC approve company vendors?	Yes
Can you certify that the Components / Assemblies you supply do not contain Conflict Minerals (USA Frank-Dodd)?	Yes
Can you certify that any chemicals, substances, materials, or articles are REACH compliant?	Yes
Does Ontic require cargo integrity and agricultural (pest) inspection training for employees receiving operations?	No
<b>Security</b>	
Does your company have documented security training procedures?	Yes
Does your company have security awareness training that addresses security and protection of the facility and employees (e.g. protecting access controls, recognizing internal conspiracies, incident reporting procedures, etc.)?	Yes
How often does your company require the facility security awareness training?	Annually
Does Ontic provide information security policies and/or procedures training to employees?	Yes
Does Ontic have procedures for employees to report security related issues?	Yes
<b>Training</b>	
Does Ontic have specialized training for personnel to identify warning indicators of trade-based money laundering and terrorism?	Yes
Does Ontic require training on how to recognize internal conspiracies and insider threats?	Yes
Does Ontic's personnel in sensitive position receive additional specialized training geared toward the responsibilities that the position holds?	Yes
Does Ontic conduct refresher training, as needed, after an incident or security breach, or when there are changes to company procedures? Not an anonymous option.	Yes
Does Ontic retain evidence of completion of training (e.g. sign in sheets, training logs, electronic training records, etc.)?	Yes

Special processes or non-destructive test carried out by Ontic UK (Ontic is <u>not</u> NADCAP approved)			
<b>Welding</b>	Yes	<b>Painting</b>	Yes
<i>Spot Welding</i>	Yes	<i>Liquid Painting</i>	Yes
<i>Resistance Welding</i>	No	<i>Powder Painting</i>	No
<i>Laser Welding</i>	No	<i>Mechanical Preparation</i>	Grit / Bead Blasting
<i>Arc Metal Welding</i>	Yes	<i>Chemical Preparation</i>	No
<i>Friction Welding</i>	No	<i>Nature of Support</i>	No
<i>Other types of welding?</i>	Electron Beam	<b>Bonding/Gluing</b>	Yes
<i>Are welders approved to a recognised standard? If so, which standard?</i>	N/A	<i>Structural Bonding</i>	No
<b>Crimping/Electrical and Electronics</b>	Yes	<i>Common Bonding</i>	No
<b>Brazing</b>	Yes	<b>Foaming</b>	No
<b>Soldering/Electrical and Electronics</b>	Yes	<b>Riveting</b>	Yes
<b>Heat Treatment</b>	Yes	<b>Torque Tightening</b>	Yes
<b>Stamping</b>	No	<b>GRP Lamination</b>	No
<b>Casting</b>	No	<b>GRP Injection Moulding</b>	No
<b>Forging</b>	No	<b>Phenolic Composites</b>	No
<b>Machining</b>	Lathe	<b>Special Surface Treatment</b>	No
<b>Pressure Testing</b>	Yes	<b>Induction Heating</b>	Yes
<b>Filling and Charging of Gaseous Cylinders</b>	Yes	<b>Others</b>	Induction soldering, PCB conformal coating
<b>Environmental Stress Screening</b>	Yes		